

Parent Advocate Program

The “Parent Advocate” program has been created to provide individualized parenting instruction to parents in their own homes for the purpose of reducing the risk of abuse or neglect. Subjects taught include, but are not limited to parenting skills, communications, home management, and how to access community resources.

Part II. E. Staff Qualifications

1. Parent Advocate Supervisors

- a. Bachelor’s Degree in human services or a related field
- b. Two years professional experience working with children and/or families

2. Parent Advocates

- a. Two years professional experience working directly with children and/or families.
- b. 18 years of age or older.
- c. Salt Lake Valley Region Specific: have at least 2 advocates who speak fluent Spanish.

Part II. J. Record Keeping Requirements

2. Personnel Records

The Contractor shall maintain personnel records for each of its staff providing Parent Advocate services as follows:

- a. Position description, including hire date;
- b. Documentation of all training courses with date, number of hours, type of training, name of trainer and location of training. For the shadowing of new hires, documentation shall also include the date, number of hours spent, name of staff member shadowing, and name of experienced Parent Advocate being shadowed;
- c. Parent Advocate Supervisor: A copy of the parent advocate supervisor's Bachelor’s Degree in the human services or related field; i.e., psychology, sociology, child development, social work;
- d. A current, signed DHS Provider Code of Conduct. This shall be reviewed and signed annually; and
- e. Documentation of a current (to be screened each year), cleared background screening.

Part II. F. Training Requirements

12 hrs. Pre-service Training for Parent Advocates (who carry a caseload) and Parent Advocates:

- a. The requirements of the Contract
- b. Recognizing child abuse and neglect and legal reporting requirements;
- c. Child development and behavior management;
- d. Home management;
- e. Community resources; and
- f. Three hours of job shadowing an experienced Parent Advocate.

12 hrs. On-going Training for Parent Advocates (who carry a caseload) and Parent Advocates:

(May include)

- a. Staffing individual cases;
- b. Reviewing overall program outcomes for the purpose of program improvement; or
- c. Working with difficult families, etc.

A review of the requirements of this Contract shall be included in the required ongoing training.

Part II. G. Background Screening

2. Background Screening Requirements: Staff must complete and clear a background screening before working alone with Clients. Staff who have not cleared a background screening shall have no unsupervised contact with Clients and when in contact with Clients must be accompanied by a staff member who has a current background screening clearance.

Part II. H. Service Requirements

2. Service Coordination

c. Provide the following after the referral form is received:

- (1) Complete an initial assessment including administering a pre-assessment tool;
- (2) Provide written recommendations and objectives/goals;
- (3) Develop a written individualized parenting instructional plan based on the initial assessment;
- (4) Teach the parenting, home management, budgeting/nutrition, communication, child behavior management, and community resource access skills to the Client as outlined in their parenting instructional plan;
- (6) Assess Client's progress toward meeting service objectives/goals;
- (7) Complete a discharge summary;
- (8) Offer the Client an opportunity to complete an evaluation form; and
- (7) As requested by DHS/DCFS, attend DHS/DCFS Child and Family Team Meetings.

3. Initial Assessments

The Contractor shall:

a. Contact the Client within **three working days** of the **referral being assigned** to a Parent Advocate to set up an initial assessment appointment to determine Client service needs.

b. Notify the DHS/DCFS caseworker within **five working days** of assigning the referral to a Parent Advocate of any scheduling difficulties or lack of follow through by the Client, and shall document these, and any other barriers encountered.

c. **Notify the DHS/DCFS caseworker** of the initial assessment appointment and invite the DHS/DCFS caseworker to attend the initial assessment appointment and/or provide information to be included in the initial assessment.

d. Document in each Client's file, **notification of the DHS/DCFS caseworker** indicating the date and type of notification (i.e., email, office or cell phone).

e. Complete the initial assessment within **20 business days from assignment of the referral** to a Parent Advocate and include in the initial assessment information obtained from the Client(s), observation of the Client(s) in their home environment, and input from the DHS/DCFS caseworker when DHS/DCFS made the referral.

f. Include, at a minimum, in the initial assessment document:

- (1) Client's education level;
- (2) Cultural norms;
- (3) Parenting traditions;
- (4) Home upkeep and maintenance;
- (5) Budgeting/financial issues;
- (6) Nutritional knowledge and practice; and
- (7) Results of the pre-assessment tool (refer to "4" below).

g. Include on the initial assessment, the date the initial assessment was completed, signature and degree (if applicable) of the individual conducting the initial assessment and the date it was sent to the DHS/DCFS caseworker.

5. Instructional Plan

a. The Contractor shall complete a written individualized instructional plan within **20 business days from assignment of the referral to a Parent Advocate and forward it to the DHS/DCFS caseworker.** The written instructional plan shall focus on the needs that are outlined in the initial assessment. The Contractor shall ensure the written instructional plan addresses the Client's strengths and needs in the following areas:

(1) Consistent implementation of effective parenting skills, including positive reinforcement, setting appropriate limits, family rules and use of non-corporal discipline techniques;

(2) Knowledge of developmental stages, age appropriate expectations and interactions with children;

(3) Communication skills, such as reflective listening, use of “I” messages, appropriate expression of anger and clear effective commands;

(4) Maintenance of a clean, safe environment including child-proofing the home and maintaining a minimum level of cleanliness;

(5) Planning nutritious, economical meals;

(6) Making and following a home budget; and

(7) Community involvement, community resources/services and social support.

b. The Contractor shall complete each instructional plan to also include:

(1) Goals designed to improve the Client’s parenting skills. Goal must be measurable and developed in conjunction with the Client and DHS/DCFS caseworker. The goals must be time limited, and address the specific needs identified in the pre- and initial assessments;

(2) Specific method (instruction, role playing, modeling or referral to community services/resources such as medical, educational, social) that will be used to achieve each goal;

(3) Schedule for service delivery, including the **expected frequency and duration of each service method;**

(4) A schedule for reviewing the Client’s progress and updating the instructional plan;

(5) The date instructional plan was completed and signature of the person preparing the instructional plan; and

(6) The date the completed plan was sent to the DHS/DCFS caseworker.

6. Service Delivery

The Contractor shall ensure the following requirements are met:

a. Present parent-oriented individualized lessons, utilizing the methods of instruction, role playing, and modeling as outlined in the instructional plan.

b. Assist Clients in accessing other community services/resources as also outlined in the instructional plan.

c. Services shall be limited to 30 visits. However, if the Client is still in need of services after 30 visits, the Contractor shall contact the DHS/DCFS region designee and request an extension of services, up to a maximum of 10 additional visits. No services above 30 visits may be provided without prior written approval from the DHS/DCFS region designee and no visits above 40 visits are allowed.

d. Record notes on each home visit and include these notes in the Client's file, and ensure the notes include at a minimum:

- (1) The date of the home visit;
- (2) Start and end time of each visit;
- (3) The subject matter of each lesson and the goal it supports;
- (4) The method used for each lesson;
- (5) Other relevant information about the family; and
- (6) Referrals made to community services/resources.

e. Reasons for cancellation of a visit or any reduction in visit length or frequency shall be documented in the monthly progress report (see below).

f. Initially, **home visits shall be at least once per week for at least 60 minutes** (two units of service) but not to exceed 120 minutes (four units of service) per visit. As the Client's skills improve and the family needs decrease, the frequency and/or duration of visits may decrease. The Contractor shall document the progress that justifies any changes in service delivery in the Client's file.

7. Progress Notes

The Contractor shall ensure the following requirements are met:

a. Review the progress of each Client receiving services and **prepare a written progress report at least monthly.**

b. Ensure the progress report contains at a minimum:

- (1)** The date that specific goals were achieved by the Client;
- (2)** Barriers encountered by the Contractor that inhibit the Client's progress;
- (3)** The decrease in visits and the reason for the decrease;
- (4)** Date and signature of the Parent Advocate; and
- (5)** Date sent to the DHS/DCFS caseworker.

d. Maintain a copy of all progress reports and court reports in the **Client's file.**

8. Discharge Summary

The Contractor shall:

a. Within 45 days of the last home visit, complete a discharge summary on each Client that includes, at a minimum, the following information:

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| (1) The date of the last home visit; | (6) Results of the post-assessment; |
| (2) Progress/lack of progress on each goal; | (7) Reason for closure and date of closure; |
| (3) Timeline of services provided; | (8) Signature of Parent Advocate; and |
| (4) Referrals to community resources; | (9) Date sent to the DHS/DCFS caseworker. |
| (5) Recommendations for future services; | |

b. Maintain a copy of the discharge summary in the **Client's file.**

9. Evaluation Form

The Contractor shall develop an evaluation form and encourage Clients to give feedback about the services they received. The evaluation form shall include, at a minimum:

- a.** The Client's name(s);
- b.** Dates of service; and
- c.** Client's general opinion of the service.

If the Client refuses to complete this evaluation, the Contractor shall document this with a note in the Client's file.

Part II. I. Reporting Requirements

The Contractor shall:

1. Submit written quarterly reports to include at a minimum, the following statistics for each reported quarter:

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| a. The Contractor's name; | h. Total # of hours in each Client's home; |
| b. Reporting quarter; | i. # of families whose services were closed; |
| c. Contract number; | j. # of families whose services were closed and had completed the goals in the instructional plan; |
| d. # of families served; | k. # of families whose services were closed and had not completed the goals in the instructional plan; |
| e. # of adults served; | l. # of families whose services were closed and had partially completed the goals in the instructional plan; |
| f. # of children served; | m. Submit the report to the DHS/DCFS region designee for services provided in the contracted region no later than 30 days after the completion of each quarter (July-Sep: Oct-Dec: Jan-Mar: Apr-Jun). |
| g. Total #of home visits; | |

2. Submit an Annual Service Summary Report to include at a minimum:

- a.** The Contractor's agency name, contract year and contract number;
- b.** Quantitative information: A yearly unduplicated total of the quarterly statistics;
- c.** Qualitative information: Outcomes, success stories and barriers encountered during each quarter. Summarize reasons for goals not completed and reasons for premature case closures;
- d.** Number of DHS/DCFS referred Clients and number of Clients that were self-referred; and
- e.** Submit the annual report to the DHS/DCFS region designee no later than August 30th each contract year.

Part II. J. Record Keeping Requirements

1. Client Files: The Contractor shall maintain individual Client files for all Clients served. The Contractor shall ensure Client confidentiality and shall protect and secure confidential Client information in locked rooms or locked filing cabinets, and have written policies and procedures on the release or disclosure of family records consistent with the DHS/DCFS contract requirements.

a. The Contractor shall ensure Client files include the following:

- (1) Date the Contractor was contacted by Client, DHS/DCFS caseworker, or DHS/DCFS region designee;
- (2) Referral form;
- (3) Initial assessment;
- (4) Instructional plan including goals set;
- (5) Monthly progress reports;
- (6) Documented contacts and attempted contacts with the Client and DHS/DCFS caseworker;
- (7) Pre and post assessment;
- (8) Discharge Summary;
- (9) Notes of all home visits, the reasons for any delay of services, including scheduling problems, and reasons why visits were not completed weekly;
- (10) Evaluation forms or documentation of refusal to complete the form; and
- (11) Date of CFTMs attended and the name of the Contractor's Parent Advocate, or other staff member that attended the meetings.

Part II. K. Billing

Payment of the Contractor shall be based on the Contractor's proposed rate times the number of service units (based on a 30-minute unit) delivered. The Contractor shall bill only for face-to-face time with Clients regardless of whether one or both Clients (parents) are present. The Contractor shall maintain service records that adequately support all billings submitted.

The Contractor shall bill on a company invoice form or company letterhead and include:

1. Contractor's name;
2. Contractor's address;
3. Contract number;
4. Billing month;
5. Billing date;
6. Total # of service hours provided broken out by each Client family served;
7. Total amount billed (total service hours X hourly contract rate); and
8. Signature of the Contractor's authorized representative.